



Lynx Touch 5100

Frequently Asked Questions

This document explains many frequently asked questions

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WiFi Communicator

WiFi General information

- Works with the Honeywell WAP-PLUS.
- Will not work with the Honeywell WAP or the Sercom router sold under Honeywell brand through ADI (The Sercom routers broadcast wirelessly on channel 6 and can't be altered. The Honeywell WAP also uses channel 6 and can't be changed. This interference prevents them from working)
- Rev 5.00000 panels do not support wps enrollment.
- Rev 6.00000 panels support wps enrollment w/ wifi cards rev 4.7.8+
- The CRC of the Wifi module should be 4 digits. If your module shows less than 4 digits, precede it with zero's.

Compatible Routers List

Brand	Model	Type
ASUS	RT-N10	Wireless N150 Router
Belkin	F6D3230-4	Dual-Band Wireless A+G Router
Buffalo Technology	WCR-GN	Wireless N150 Router
	WHR-HP-GN	Wireless N150 Router
Cisco/Linksys	E1000	Wireless N Router
	E1500	Wireless N Router
D-Link	DIR-601	Wireless N150 Router
	DIR-815	Wireless N Dual Band Router
LevelOne	WBR-6020	Wireless N Router
Netgear	WNR1000v3	Wireless N150 Router
	WNR2000v3	Wireless N300 Router
TRENDnet	TEW-652BRP (652)	Wireless N Router
Honeywell	WAP-PLUS	Wireless Access Point

WiFi Alarm Reporting

- After 1 hour of AC loss, the WiFi module shuts down to preserve battery.
- If router is down, reports then go over GSM APL (Advanced Protection Logic) will still work, If there is a smash and grab event, the WiFi module will respond to the increased supervision, thus not creating the new APL possible trouble alarm

What is the Range?

- The range of the WiFi is dependent on your router and environment.

Will it work off a WIFI extender?

- Yes, With a Wifi range extender, that is broadcasting a SSID and can generate an ip address.
- Yes, With a WREX Wi-Fi Repeater Extender, after the WREX has been enrolled into a WAP-Plus.

The Wi-Fi Card is not selectable in Comm. Diagnostics. Why?

- The L5100 will not recognize the L5100 wifi card unless it is installed on the speaker side of the panel.

Can the L5100-WiFi module be added to an L5100 in combination with the GSMVLP5-4G?

- Yes. When the L5100-WiFi module is added to the panel in combination with the GSMVLP5-4G, the two modules become as one internal AlarmNet communicator. As long as the WiFi module has an active internet connection, the communicator will use the internet as its primary reporting path and will automatically roll over to GSM if the internet connection is lost. This feature is selectable in the primary cs reporter field to select the primary communication path.

Can the L5100-WiFi module be used in combination with the ILP5?

- No. Only one of the two internet communicator modules can be used.

Will the L5100-WiFi support two-way voice (AAV)?

- AAV does not work over an internet communication path at this time. Currently Two-way voice will only work over phone line or GSM therefore one of those paths must be used in conjunction with the L5100-WiFi to support the two-way voice feature.

Will two-way voice (AAV) over GSM work if the L5100-WiFi module is being used in combination with the GSMVLP5-4G?

- Yes. All alarm reports will be sent over the internet if the WiFi module has an active internet connection, but any resulting two-way voice session will automatically use the GSM communication path.

Will the L5100-WiFi support Advanced Protection Logic (APL)?

- Yes. APL works over internet and/or GSM.

Does the L5100-WiFi support Total Connect 2.0?

- Yes. Total Connect 2.0 is fully supported with the WiFi module.

If the L5100-WiFi is programmed as a backup to the POTS (telephone) line, will Total Connect 2.0 still work?

- Yes. Programming the WiFi module as backup to the phone line affects alarm and system event reporting only. Total Connect services will always use the path(s) provided by the AlarmNet communicator(s).

Is the WiFi module compatible with all routers?

- No. We have tested and support specific routers and have them listed on a [router compatibility chart](#).

- If problems are encountered when trying to enroll the WiFi module or if there is a problem in maintaining the wireless connection with a router not found on this list, a Honeywell WAP-PLUS can be used in conjunction with the existing router.

What to do if the L5100 wifi stops responding to the Customers Router.

If your customer is experiencing issues where the L5100 Wi-Fi stops responding to the router or if the customer's wireless router is reset and the L5100 Wi-Fi does not reconnect back to the customer's router.

- Reset the L5100 panel – see section below, How do you reset the L5100 without powering down the system?
- **KEEP IN MIND THERE ARE MANY VARIABLES IN MAINTAINING A WIFI CONNECTION AND WE SHOULD NOT NEGLECT BASIC TROUBLESHOOTING PROCEDURES, SUCH AS:.**
 1. Does the Wifi module have sufficient RSSI and is within the suggested range of the access point?
 2. If the WAP-Plus is being used, did you ensure it is not potentially causing a conflict with the network Access point?
 3. Does the premise have reliable internet service? Are other WiFi peripherals having a problem maintaining connection?
 4. Could problem be due to the environment or from other things transmitting RF energy, ie, a microwave oven?

Tablet

COBY KYROS MID-7h Tablet General Information

- Does not support programming modes (Master user screen, Installer program screens, and Advanced Z-wave screens)
- Can be used with Tuxedo
- Can be learned in many panels (vacation and main home)
- App available on Getjar app store.

IPad, Iphone, Ipod touch General information.

- Does not support programming modes (Master user screen, Installer program screens, and Advanced Z-wave screens)
- Can be used with Tuxedo
- Can be learned in many panels (vacation and main home)

When can a dealer install the MID-7H / Ipad, Iphone, Ipod touch?

If there is no CS monitoring?

- Yes, but they need to install a L5100-Wifi card or iLP5 and program it in the “Communicator” screen. Do not enter any CS ID, City ID, or acct id information. In Reporter, ensure Communicator type is set to “None”.

If Pots is the only desired CS reporting?

- Yes, but they need to install a L5100-Wifi card or iLP5, program it in the “Communicator” screen, Do not enter any CS ID, City ID, or acct id information. In Reporter, ensure Communicator type is set to “None”. But this time enter the phone information.
- Note – these two options above will work with or without Broadband being available!

Wifi/iP only reporting?

- Yes, they need to install a L5100-Wifi card or iLP5, program it in the “Communicator” screen, enter CS ID, City ID, or acct id information. In Reporter, ensure Communicator type is set to Wifi or IP as appropriate.
- Note – Tablet stops working if either the Internet is down, or if Alarmnet is down (if the ping sent every 20 seconds is not acknowledged, the L5100 reboots the wifi card)

IP primary with GSM back up?

- No, you cannot put IP and GSM in the same unit

Wifi primary, GSM back up?

- Yes, but they need to install a L5100-Wifi card and GSM, program it in the “Communicator” screen, enter CS ID, City ID, or ACCT ID information. In Reporter, ensure Communicator type is set to Wifi/GSM.
- Note: The tablet will stop working if AlarmNet is not accessible via the L5100-WiFi. When registered with AlarmNet, L5100-WiFi will ping the AlarmNet server every 20 seconds. If the ping is unable to reach the server, the L5100 will reboot the WiFi card. This will prevent the tablet from working during that time.

The tablet does not have Panic keys, how do I send Panic?

- Work around is:
- Use a 5802wxt panic
- Enter a Duress code for burg

Is the tablet Supervised?

- Yes. The L5100 supervises the Tablet every 15 seconds

Can the tablet work with the ILP5 IP communicator?

- Yes, it works with either ILP5 or L5100-WiFi, as long as you have a wireless router.

Z-Wave

Z-wave Device support

- Will work with same Z-wave devices specified in Tuxedo, see Tux User Guide or L5100 Home Automation guide for compatible list.
- Inclusion device support - GE, Aspire, and Leviton.

How do I Flash lights on an event (like burglary)?

- Z-wave does not support flashing of lights.
- The Fortrezz Z-wave Strobe/Sounder can be used on the L5100 when included into the Z-wave controller.

How do you back up Z-wave information?

- Z-wave information is uploaded into Compass, so it can be used to recreate the scenes, rules and schedules originally created if necessary.
- Use a secondary controller, connected to a laptop (such as the Leviton USB device), save the information to a file.

Can the Duress code be used to unlock the door and disarm the system?

- Yes, if enabled in user code programming.

If there is a Z-wave system, and someone moves a device (lamp module or other), how do you “repair” the network so that the device still reports into and can be controlled from the system?

- L5100 has a Z-wave self-repair function.

Z-wave devices

- Primary controller is the only controller to include devices
- Nodes start at 1 (primary controller), and go to 232.
- If you include and exclude the same device 232 times, you will run out of nodes, and the controller will then restart and fill open nodes

Can you learn a L5100 into another L5100 as a secondary controller

- No, this is not a feature of the L5100

Does L5100 support Network Wide Inclusion (NWI)

- Yes, This feature was added in the L5100 rev 6 panels.

What if I install more than 40 light switches on a L5100?

- You can add more than 40, you can't control more than 40.

I need more scenes, how can I get them?

- Total Connect 2.0 allows you to create 20 more scenes.
- When enabled through TOTAL CONNECT 2.0, they will be assigned to Scene numbers 21-40.
- They can only be viewed via TOTAL CONNECT 2.0

Why can I not edit my scenes locally?

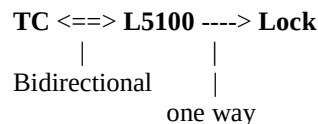
- TOTAL CONNECT 2.0 pushes scenes 21 to 40 to the panel. Scenes created through TOTAL CONNECT 2.0 cannot be edited locally

What if I default my panel, do I lose my Z-Wave devices?

- Yes, this will require you to exclude all your devices then exclude them before you can include them.

I added a user code to my panel and now the codes programmed locally with in my lock no longer operate it?

- If you manually enter a user code at the door lock keypad, the door lock will inform the panel of this change.
- As a result, L5100 will erase all user codes residing at the door lock, followed by a user code synchronizing session.
- This behavior is necessary and required if you want user code synchronization to work correctly.
- For example, you can create a new user code from L5100 and the panel will propagate to all parties involved (TC and/or lock).



Communications and Remote Services

4G support

- L5100 will support the GSMVLP54G 2G/3G/4G radio
- L5100 will not support the GSMVLP5 2G only radio
- L5000 currently supports only the GSMVLP5 2G radio

APL (Advanced Protection Logic)

- APL Is supported by the L5100

Are External antennas available for the L5100?

- The GSM-EXT is currently available for adding an external antennas to the GSMVLP5-4G.

Push Content – how often does content get sent

- Wi-Fi/ILP5 – every 4 hours plus on touching the icon
- GSM – twice a day, as programmed in TOTAL CONNECT 2.0

Slide Show

- Slideshow is only available through Total Connect 2.0
- No slide show through GSM, only over Wi-Fi/iP
- Slide show images are stored in RAM. If the panel recycles power, then all images will need to be downloaded again. This automatically happens.

I no longer see my “Dashboard Icon” on the L5100

- If the panel, no longer sees the WiFi/ILP5 card, or GSM card, the “Dashboard Icon” will not show up.

Why are my automation devices not showing up in Total Connect 2.0?

- The panel data must be synchronized in order for Total Connect 2.0 to recognize the devices.

Why does “No Translation Found” appear in the Automation Module?

- This happens when Total Connect 2.0 is polling the panel for status on the enrolled Z-Wave devices.

Hardware

Does it matter what side the Z-Wave and WiFi boards are inserted?

- Yes, the Z-Wave module must be installed on the telephone side of the board and the WiFi card must be installed under the speaker

The L5100 will not will recognize the WiFi or Z-Wave module?

- The card must be inserted when power down
- Turn on Z-Wave or Wifi in programming, Reboot the panel again.

How do you reset the L5100 without powering down the system?

- End user method: From the home screen, Select "Security", Select "More", Select "Tools", Enter the Master Code, Select "Test", Select "Reboot".
- Installer Method: From the home screen, Select "Security", Select "More", Select "Tools", Enter the Installer Code, Select "Test", Select "Diagnostics", Select "Reboot".